

**METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR
MULTI-PROTOCOL SELF-SERVICE APPLICATION ACCESS**

ABSTRACT OF THE DISCLOSURE

Methods, systems and computer program products for multi-protocol self-service application access receive a user access request from a user at a server associated with the self-service application. It is determined whether a protocol of the received request is a wireless or wired protocol. The received request is formatted to a common format for processing by the self-service application. A responsive query is selectively transmitted from the self-service application to the user based on the wireless protocol when the received request is a wireless protocol request and based on the wired protocol when the received request is a wired protocol request based on whether the received request is determined to be a wireless or wired protocol. The self-service application may be, for example, a network password and/or account privileges management application and the responsive query may be, for example, a challenge question to validate the user access request.

334661